



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Schuyler, Inc.
for quarter ending December 31, 2004

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.89	2.74	3.33	2.99
B. Operator Answer Time - Information [730.510(a)(1)]	5.43	4.81	5.00	5.08
C. Repair Office Answer Time [730.510(b)(1)]	12.00	14.00	7.00	11.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	22.00	51.00	20.00	31.00
E. Percent of Service Installations [730.540(a)]	95.24%	96.77%	97.22%	96.33%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	94.12% *	98.48%
G. Trouble Reports per 100 Access Lines [730.545(a)]	0.70	0.90	1.10	0.90
H. Percent Repeat Trouble Reports [730.545(c)]	9.09%	10.34%	12.12%	10.71%
I. Percent of Installation Trouble Reports [730.545(f)]	9.52%	9.68%	11.11%	10.09%
J. Missed Repair Appointments [730.545(h)]	5	4	2	4
K. Missed Installation Appointments [730.540(d)]	2	1	1	1

Comments



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Schuyler, Inc.
for quarter ending December 31, 2004